

FIG.1

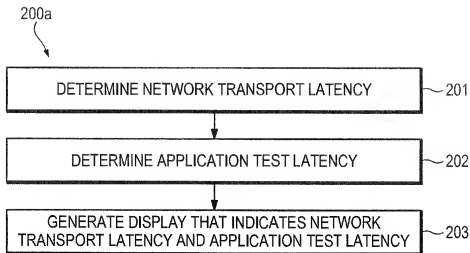


FIG.2A

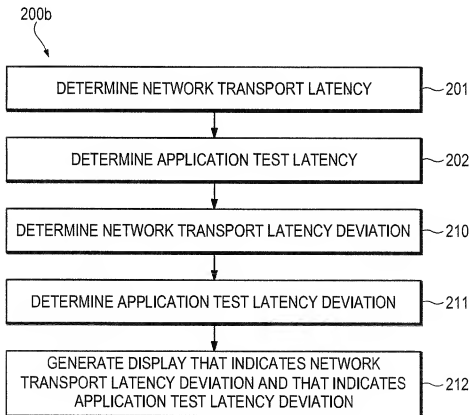


FIG.2B

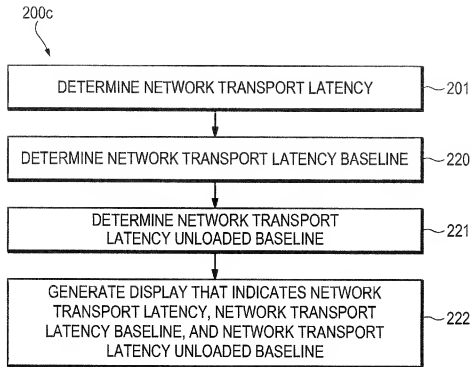


FIG.2C

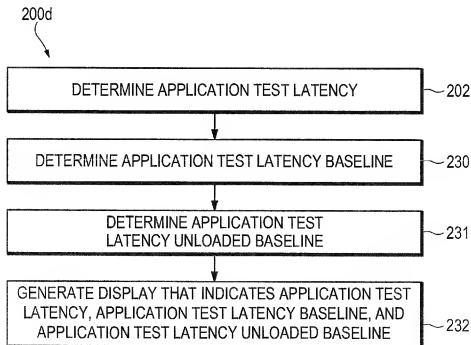


FIG.2D

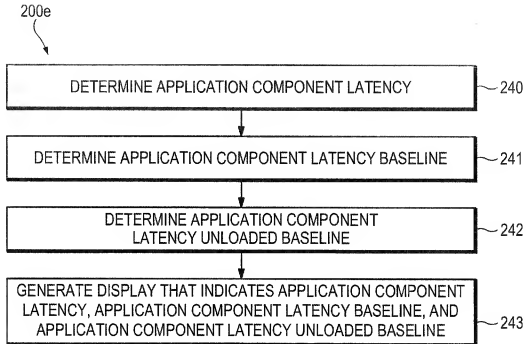


FIG.2E

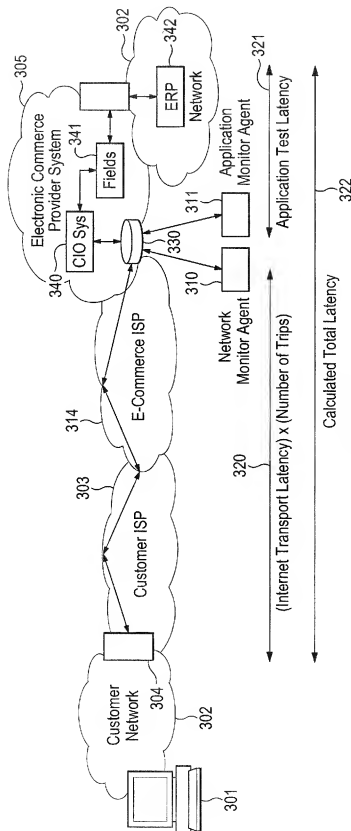


FIG. 3

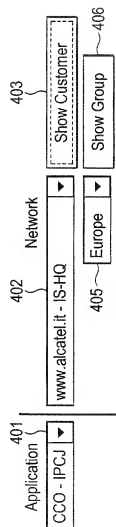


FIG. 4

REPLACEMENT SHEET

6/13

500
 End To End vs. Day/Time Baseline: 505
 Feb 7, 2000 17:57 through Feb 8, 2000 17:57 (PST)

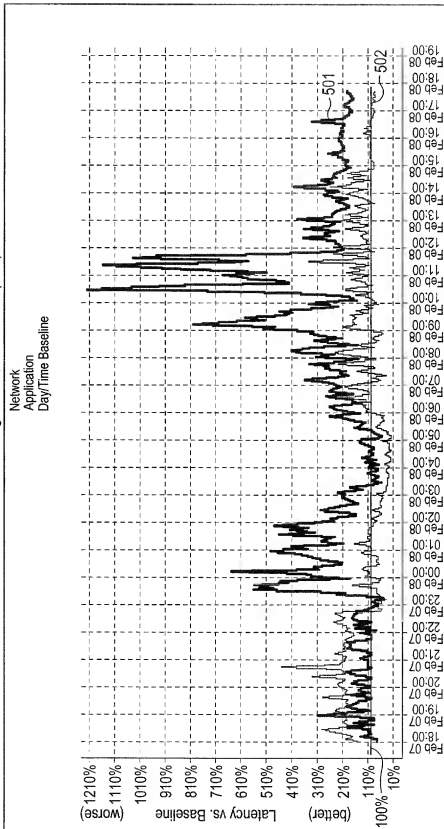


FIG.5

REPLACEMENT SHEET

7/13

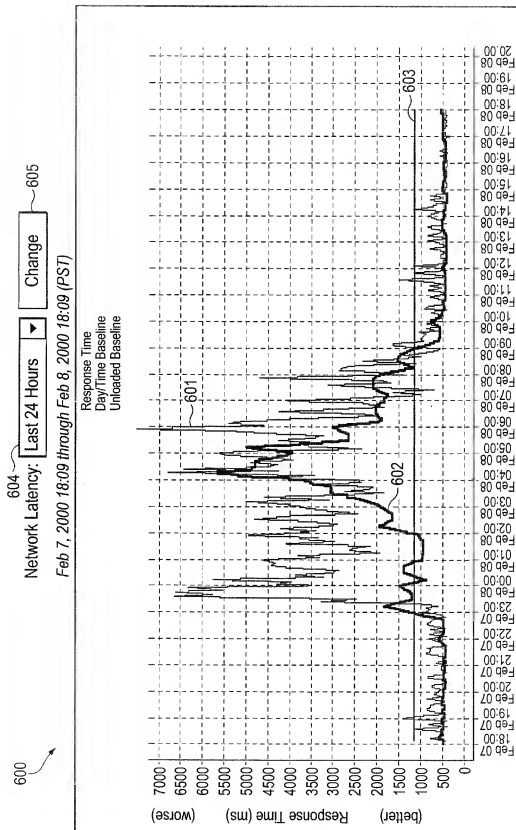


FIG.6

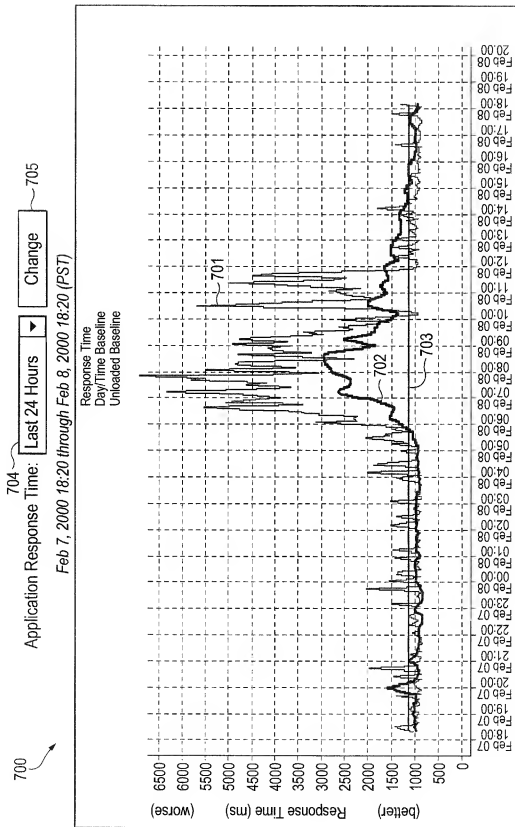
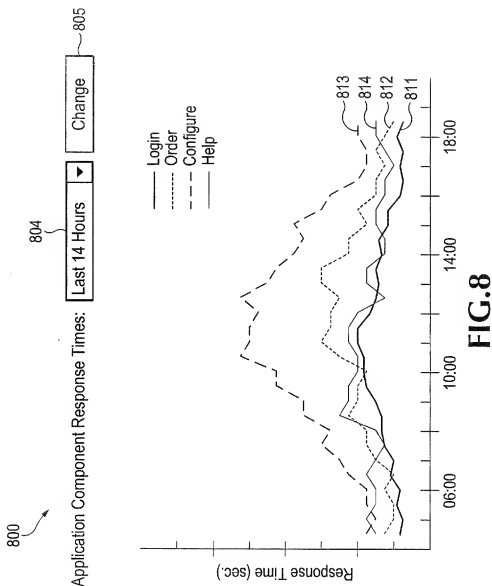


FIG.7



REPLACEMENT SHEET

10/13

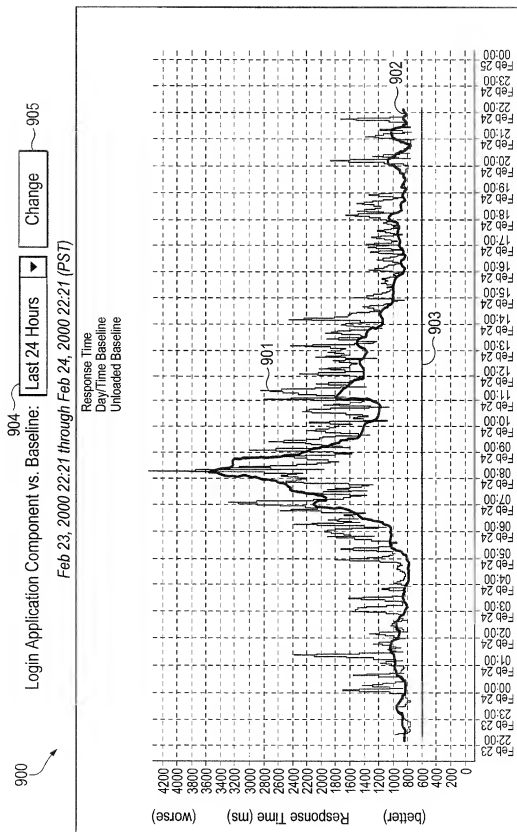


FIG.9

REPLACEMENT SHEET

11/13

1000
Order Application Component vs. Baseline: 1005
Feb 23, 2000 22:23 through Feb 24, 2000 22:23 (PST)

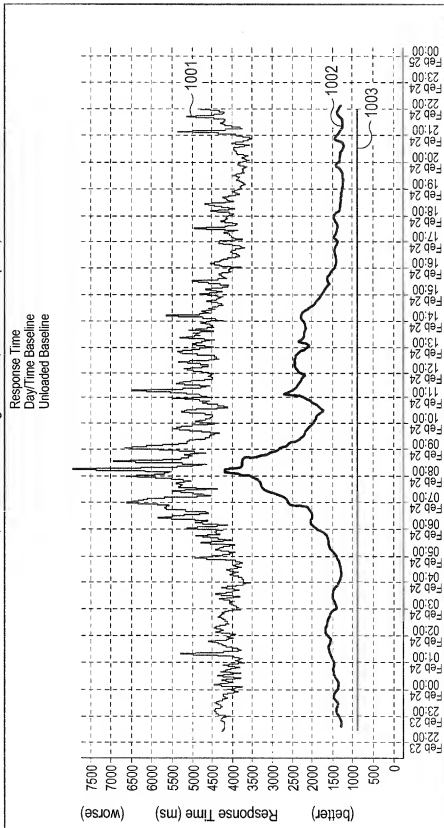


FIG.10

REPLACEMENT SHEET

12/13

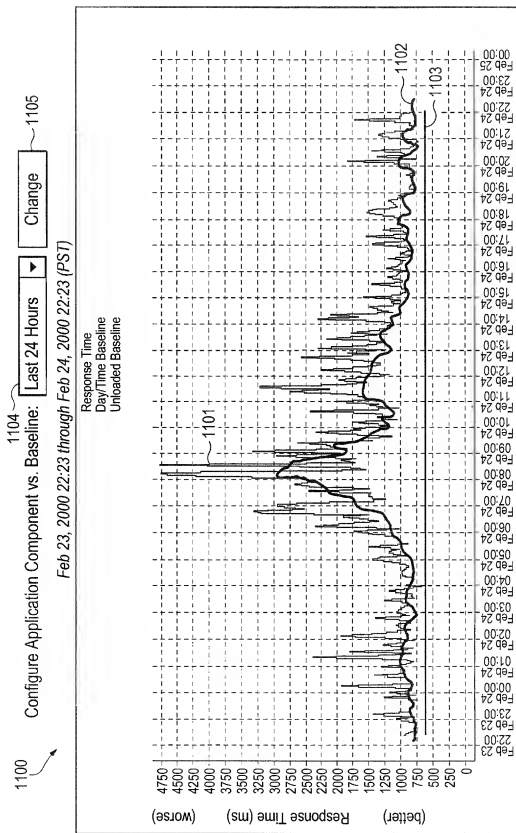


FIG.11

REPLACEMENT SHEET

13/13

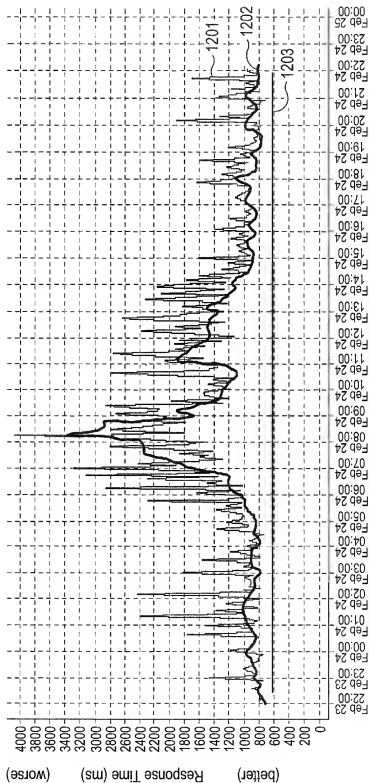
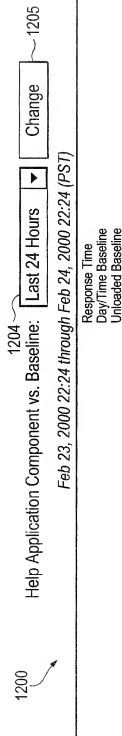


FIG.12